

As you do business with us, we take great care in safeguarding your personal information and in complying with all applicable Federal, Provincial, and state privacy laws, as well as our own internal standards and best practices. We want you to know that we value your privacy and are committed to responsible handling of your personal information (such as your name, physical address, e-mail address, and phone number), and we want you to know how we handle your information.

Wallchair operates under the names Wallchair in retail stores in the United States and Canada and through our Internet or "web" site online at Wallchair.com

This Privacy Policy describes the information, privacy and security practices for our Site and retail operations. We understand and respect your privacy. We provide notice of our information handling practices; give choices about how your personal information will be used; give the opportunity to update or change your personal information; use information security safeguards; limit the sharing of your personal information; commit to complying with applicable privacy requirements; and provide ways for you to contact us about privacy concerns.

When you participate in any of the activities described in this Policy and provide us with your personal information, you consent to how we collect, use and handle your information as explained in this Policy. Here we tell you what we do and do not do with the personal information you provide to us as you visit our Sites and stores; purchase our products and/or services; participate in our programs; and request a catalog.

#### **COLLECTION, USE AND DISCLOSURE OF PERSONAL INFORMATION**

We may collect personal information when you: shop or take advantage of our products, provide us with comments or suggestions; call our contact center. We may use your personal information to better assist you when you visit or call us again and to send you special offers for products and services that may be of interest to you. We do this by e-mail. You may also "opt-out" of future Marketing Communications by contacting us.

**When you make online purchases**, we will collect your name, physical address, phone number, e-mail address and billing/shipping information, as well as credit card information. This information enables us to deliver products that you have ordered; fulfill your requests; contact you or the recipient(s) of your purchase in the event of order or delivery difficulties; verify or respond to your inquiries; and deliver services and information about our products or Site to you. If you make a purchase through our Site, the personal information you provide (for example, name, physical address, and e-mail address) will be added to our customer database. Our customer database may be used to send future Marketing Communications to you unless you specifically opt-out. Note: Online purchases require use of an e-mail address to process the order.

**If you request a copy of our catalog or purchase products from our catalog**, we will collect your name, physical address, phone number, e-mail address and billing/shipping information, as well as credit card information. This information enables us to deliver products that you have ordered; fulfill your requests; contact you or the recipient(s) of your purchase in the event of order or delivery difficulties; verify or respond to your inquiries; deliver Marketing Communications to you; and add you to our print catalog mailing list. Your name and mailing address will be made available to carefully selected third-party companies.

**We may need to share your personal information but only with carefully selected third-party service providers in order to provide services to you**, such as to fulfill orders (U.S. Postal Service, Canada Post, or other delivery companies we or you select); process payments; conduct surveys; maintain our customer database; send mail and e-mail. We will share your personal information with our carefully selected third-party services providers on a confidential basis. These service providers are prohibited from using your personal information for any purpose other than providing Wallchair services.

**We may be required to disclose your personal information for legal reasons**, such as in response to a valid court order, subpoena, government investigation, or as otherwise required by law. We also reserve the right to report to law enforcement agencies any activities that we, in good faith, believe to be unlawful. We may release certain personal information when we believe that such release is reasonably necessary to protect the rights, property, and safety of others and Wallchair. We may also release personal information in the event of a corporate sale, merger, reorganization, dissolution or similar event. We will require such parties to treat your personal information in accordance with our Policy and to use and disclose your personal information solely for the purposes for which it was

collected.

### **SECURITY OF PERSONAL INFORMATION**

Wallchair strives to maintain internal controls and procedures to ensure that the personal information you share with us is handled in a safe, secure and responsible manner. We have security measures in place to help protect against loss, unauthorized access, and alteration of the information in our control. We will only disclose such information to employees and authorized service providers who require such information for the purposes described in this Policy.

Wallchair's databases are protected by physical, technical, and procedural measures that restrict information access to authorized persons in accordance with this Policy. Although no data transmission over the Internet can be guaranteed 100% secure, and we cannot ensure against any loss, misuse, unauthorized disclosure, alteration, or destruction of data, we take reasonable precautions to prevent such unfortunate occurrences. Our information systems are maintained behind a firewall to isolate them from access by other networks connected to the Internet, and access to personally-identifiable information is granted only to associates who need the information to perform a specific job.

### **SECURE ONLINE SHOPPING**

Because your credit card security is a high priority, we have taken numerous steps to ensure your payment information is processed confidentially, accurately, and securely. Our Site uses encryption technology, such as Secure Sockets Layer (SSL), to protect your credit card information during data transport. SSL encrypts ordering information such as your name, physical address, and credit card number.

### **CHILDREN**

The safety of children is very important to us. Consequently, Wallchair does not knowingly or intentionally collect information from persons under 13 years of age without parental consent. If you are under 13 and wish to purchase items from our Site or wish to provide personal information, ask a parent or guardian for assistance. Wallchair cannot prohibit minors from visiting our Site and must rely on parents and guardians to decide which materials are appropriate for children under 13.

### **QUESTIONS OR CONCERNS**

To report any known or suspected privacy or security breaches, or to submit privacy-related questions or complaints, please contact us.

### **CHANGES/UPDATES TO THIS POLICY**

Because our Site and stores will continue to implement new technologies and improve the products and services we provide, this Policy is subject to change. If there are significant changes or additions to this Policy, we will identify those changes below and/or in other communicative formats to keep you informed of any new information and procedures that may change the way we collect, use, or handle your personal information. If we change our information handling practices or this Policy in such a way that your personal information may be used or shared in a different manner, we will give you the opportunity to "opt-out" of having your information used or shared in that new way.

To help you track significant changes to our Policy, a history of those changes will be noted here, beginning with changes published after July 1, 2006, our last revision date.